



Students At Risk and Early Intervention Procedure

Policy supported	Student at Risk and Early Intervention Policy
Policy Code	ACA-HE-22
Owner	Principal Executive Officer
Responsible Officer	Academic Success Manager
Approving authority	Academic Board
Approval date	2 June 2023
Commencement date	29 June 2023
Review date	3 years
Version	2023.1
Related Documents	Assessment Appeal Policy Assessment Appeal Procedure Diversity and Equity Policy Student Assessment Policy Student Assessment Procedure Student Support Framework Student Progression and Exclusion Policy Student Progression and Exclusion Procedure
HESF (Threshold Standards) 2021	1.3.1; 1.3.2; 1.3.5; 2.2.3

1. Purpose

This Procedure details the strategies of the Australian Institute of Higher Education Pty Ltd ('the Institute') for optimising the opportunity for, and potential of, all students at the Institute to achieve their academic goals and successfully complete their course.

2. Scope

This Procedure applies to all students at the Institute. This Procedure does not apply to non-award students.

3. Definitions

See the AIH Glossary of Terms for definitions.

4. Actions and Responsibilities

4.1 Early Identification & Intervention Strategy

The Students At Risk and Early Intervention Policy details types of Students At Risk. Intervention strategies vary based on the risk type and the timing of the operational study period. The 'Students At Risk' procedure roles, responsibilities and intervention strategy are outlined in Annexure 1. Students can be identified as requiring additional support via Early Intervention strategies outlined in Annexure 2. The purpose of the Early Intervention strategies is to support students during a study period, to reduce the likelihood of fail grades being awarded.



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4.1.1 Early Identification

Students can be identified as requiring additional support by early intervention. Students can be identified in various ways.

Students can be identified as “at risk” by Lecturers after Session 2 or based on their first assessments (Annexure 2). Identification is based on:

- low-level regular attendance of classes;
- limited engagement in class activities;
- not submitting or achieving a fail mark in an early assessment task in a unit(s) of study;
- not performing adequately in assessment tasks;
- not logging into or not engaging with the Learning Management System (Moodle).

All students identified within the early intervention process, are contacted by their respective lecturers and the Academic Success Team to offer academic counselling and support.

4.1.2 Intervention Support Strategies

The Dean or delegated nominee will be notified of the academic risk situation through Academic Success Team Officers and Wellbeing Officer. The Lecturers and Academic Success Team or a nominated delegate will contact the student and counsel them to receive Intervention support by either:

- attending academic skills sessions;
- attending language support sessions;
- attending additional lectures, workshops, or other educational forums;
- attending academic counselling or obtain referral to other support services;
- seeking peer mentoring;
- attending and seeking support through the Learning Support Hub;
- revising the enrolment pattern, study load or course of enrolment for later study periods;
- accessing the Learning Management System (LMS) or the prescribed E-book; or
- a combination of the above.

If the above measures do not result in satisfactory course progress and the student has failed to achieve a minimum pass grade for course requirements, the Institute will implement an intervention strategy in accordance with the Student Progression and Exclusion Policy and **associated Procedure**.

4.1.3 Result of Unsatisfactory Course Progress

There are two formal warnings issued to students who fail to make satisfactory academic progress.

4.1.3.1 Academic Probation Letter 1

Students who do not make satisfactory academic progress in a semester for the first time since enrolling at AIH are sent, at the end of the semester, an Academic Probation Letter 1 advising them of their failure to make satisfactory academic progress and of the intervention strategies available to them (Annexure 1: Flowchart – Student at Risk Process).



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4.1.3.2 Academic Probation Letter 2

Students who do not make satisfactory academic progress in a second semester, or have failed a unit more than once, or are not meeting their CoE timeframe, are sent an Academic Probation Letter 2 advising them of their failure to make satisfactory academic progress for the second time and reminding them of the appeal process. Students are not able to enrol in the next semester until they have submitted a Complaint outlining a reason why they should not be cancelled with supporting evidence (see Annexure 1: Flowchart – Student at Risk Process).

Students will be given 20 working days from the issuing date of the notice to appeal the decision in accordance with the Student Complaint and Appeal Procedure. A student who does not submit an appeal within 20 working days will have their enrolment terminated at the end of the block (Undergraduate students) or semester (Master students).

Once the appeal has been assessed, the Institute may choose to:

- terminate the student’s enrolment; or
- allow the student to continue without conditions; or
- allow the student to continue the course with specific conditions (see Annexure 1: Flowchart – Student at Risk Process).

A student who is allowed to continue their enrolment in the course with conditions imposed, who again fails to meet the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated (Academic Probation Letter 3).

Other circumstances where students might have their enrolment terminated are outlined in the Institute’s Student Academic Misconduct Policy and associated Procedure, Student Code of Conduct and the International Student Deferment, Suspension and Cancellation Policy and associated Procedure.

4.2 Appeals

An applicant may complain against a decision made under this Procedure. Complaints must be made as prescribed in the appeals process outlined in the Student Complaint and Appeal Policy and associated Procedure. Students may request this via email to Student Services using the Complaint and Appeal form.

5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Academic Board as of June 2023 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under ‘Policies and Procedures’.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2017-1	Ms. McCoy	New document	22 February 2017	6 March 2017
2017-2	Registrar	Updated information on attendance monitoring	19 July 2017	20 July 2017



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2018-1	Registrar	Added the Student at Risk Flowchart for early notification warnings sent to the student in WK 11	3 October 2018	12 November 2018
2018-1	Registrar	Updated 4.1.1 Intervention Strategy, changing the word 'detection' to 'identification' and adding 'redeem high risk cohort categories' of Pathway entry and Special/Alternative Admission Arrangements	12 December 2018	13 December 2018
2019.1	Principal	Updated the Policy Owner, Responsible Officer and Approving Authority to Principal, Section 4.1 and Annexure 1.	18 November 2019	19 November 2019
2020.1	Academic Success Manager/ Chief Executive Officer	Complete review based on the policy.	24 September 2020	25 September 2020
2021.1	Academic Success Manager/ Chief Executive Officer	Policy Review. Amendment to block delivery	17 February 2021	18 February 2021
2021.2	Registrar/ Chief Executive Officer	Incorrect wording	23 March 2021	24 March 2021
2022.1	Registrar	Updated to reflect change in processes and Block Model delivery. HESF also updated. Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2023.1	Academic Success Manager	Updated to reflect change in unit-delivery (From six-week to four-week block model)	2 June 2023	29 June 2023



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Annexure 1a: Flowchart – Student at Risk Process (Student Copy)





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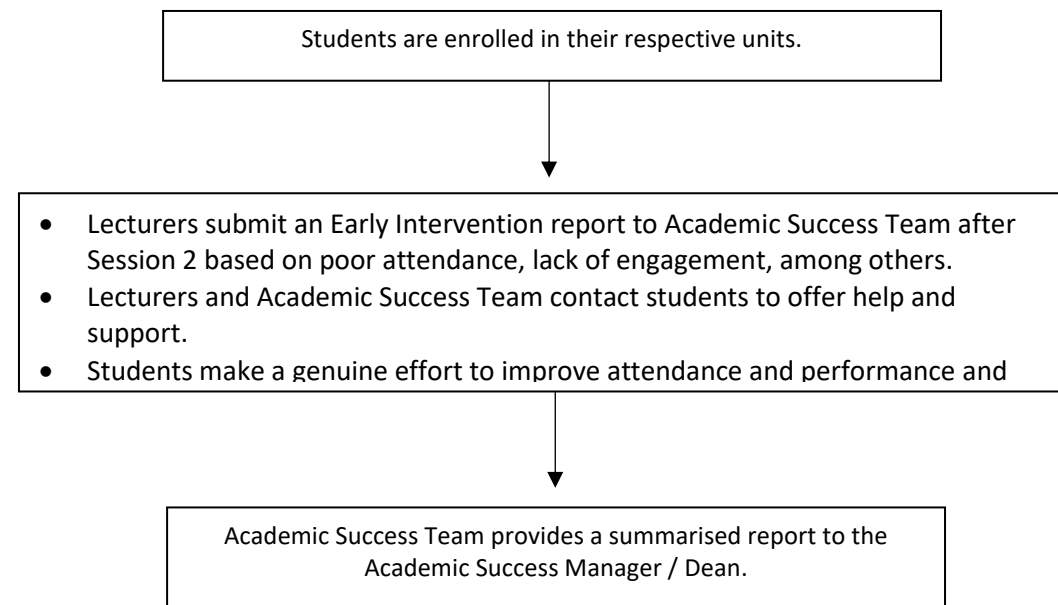


Note: If SAR Level 2/Level 3 student takes no action within 20 working days of the SAR Letter 2/Letter 3 issue date, student will be notified in writing and will be **excluded** from studying at AIH.



Annexure 2a: Flowchart - Early Intervention Process (Student Copy)

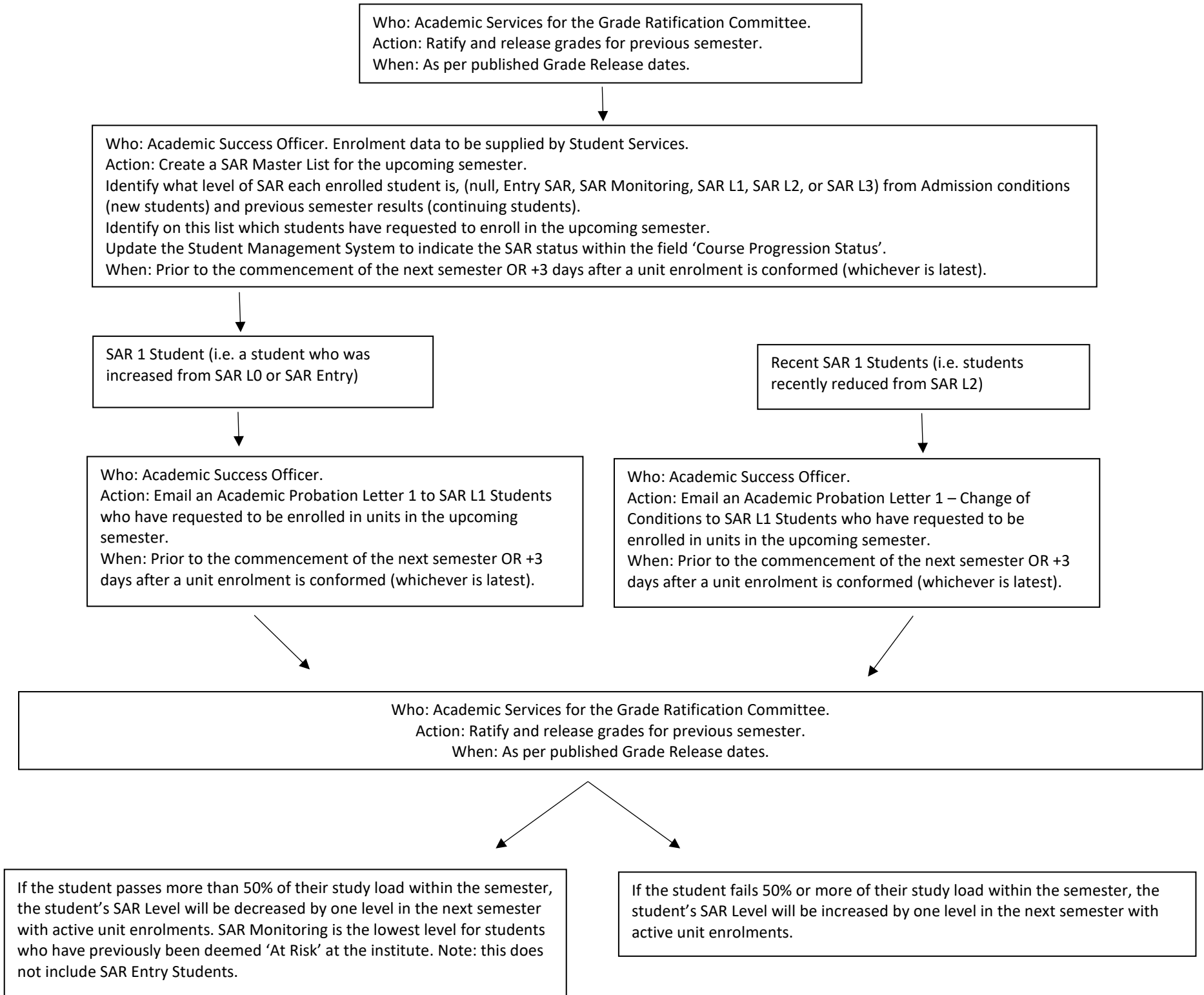
All Students – Four-Week Block Delivery





Annexure 1b: Flowchart – Student at Risk Process (Staff Reference Copy)

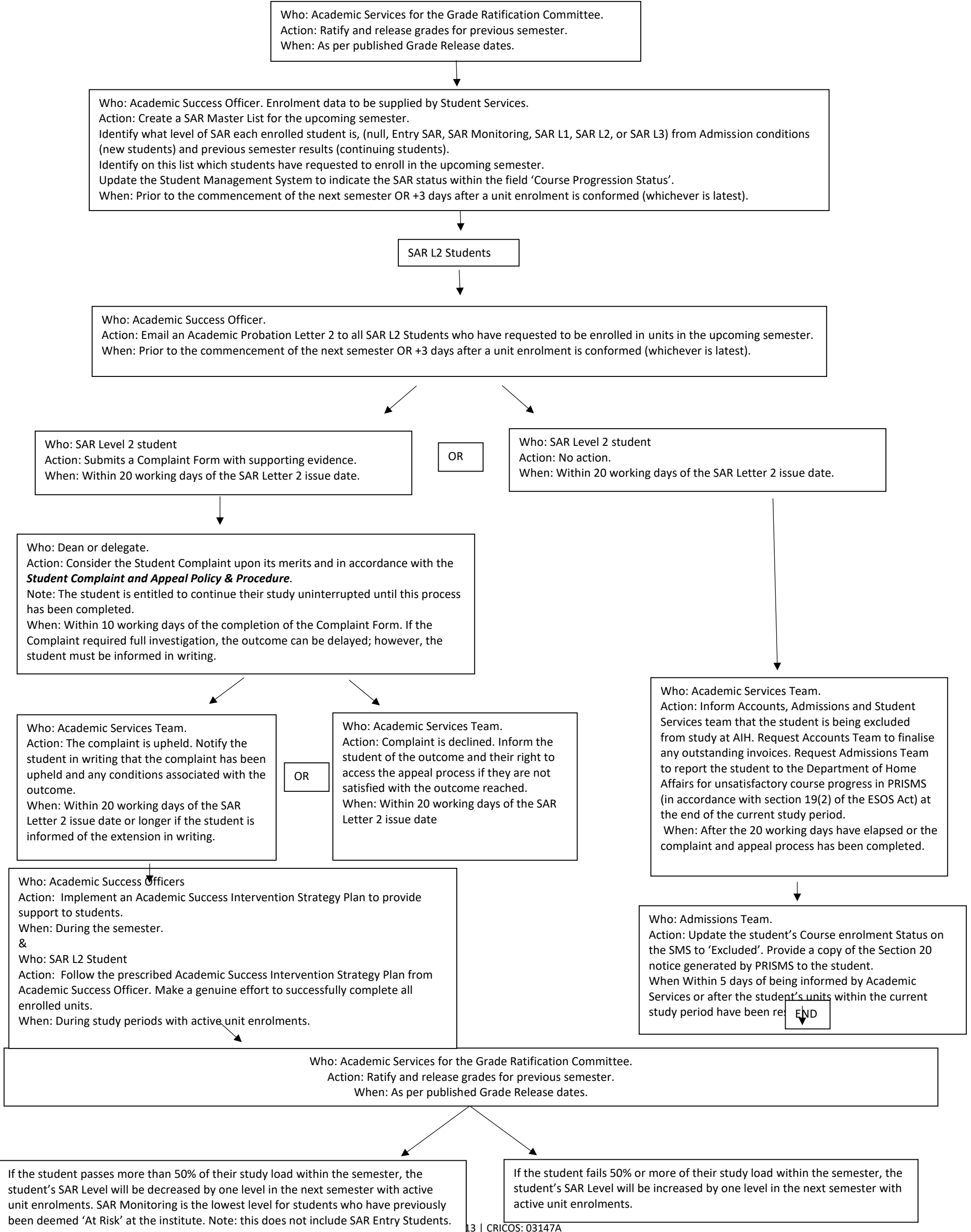
SAR Monitoring, SAR Entry Students and SAR Level 1 Students





Annexure 2: Flowchart – Student at Risk Process (cont.)

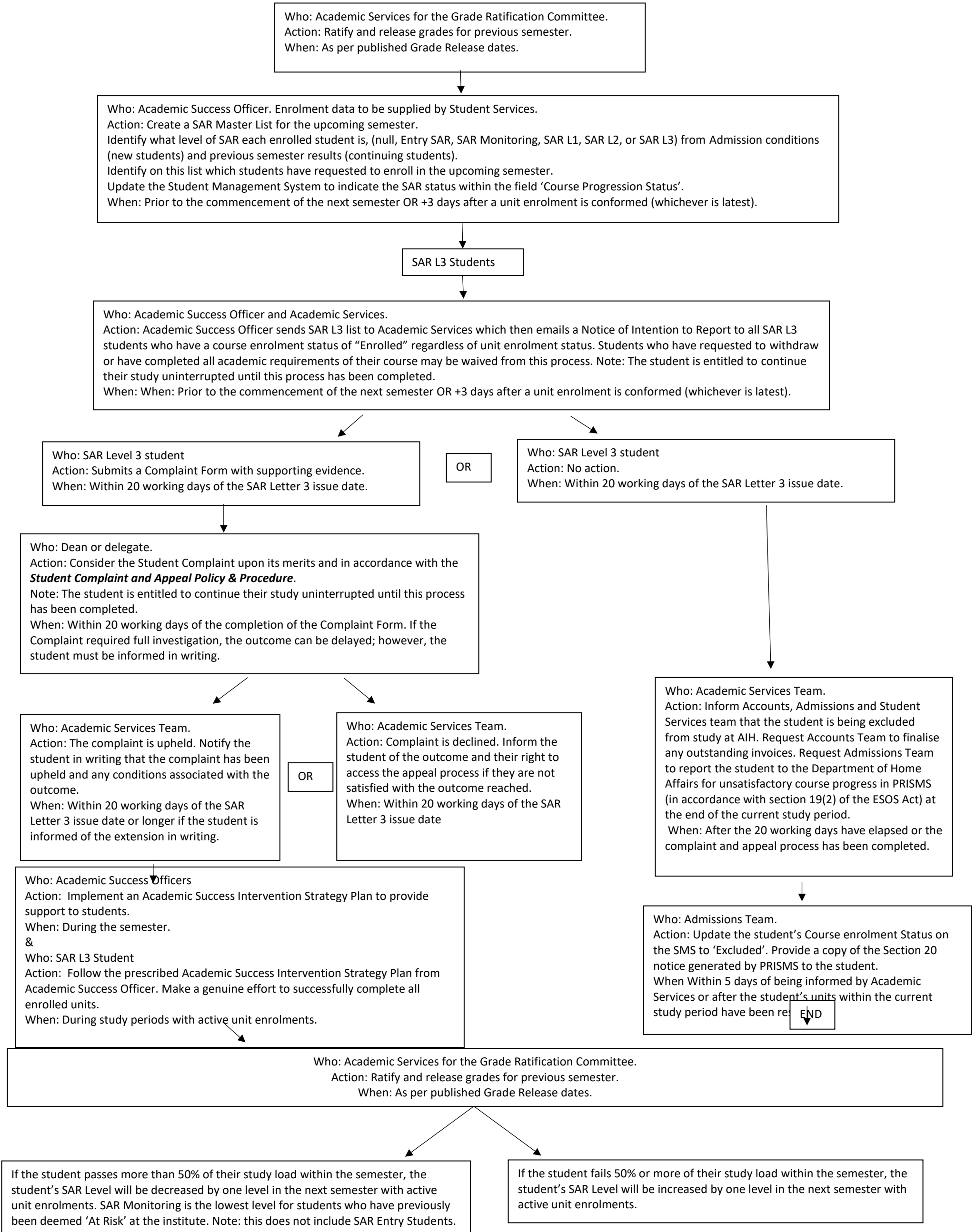
SAR Level 2 Students





Annexure 2: Flowchart – Student at Risk Process (cont.)

SAR Level 3 Students





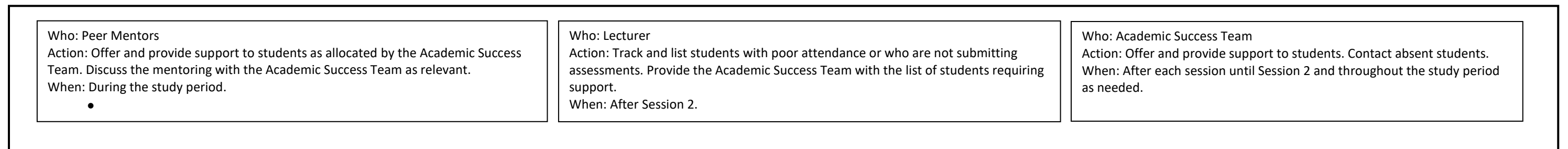
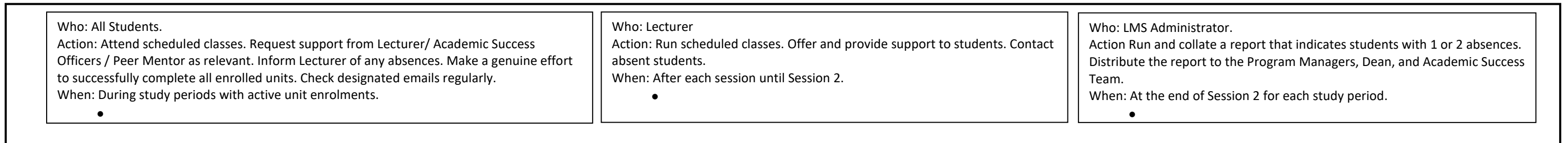
Annexure 2b: Flowchart - Early Intervention Process (Staff Reference Copy)

All Students

Who: Student Services.
Action: Review enrolment survey response and enroll the student in appropriate units for the upcoming semester.
When: Before semester commencement or once student indicates their desire to enroll (whichever is latest)



Who: LMS Administrator.
Action: Create Unit and group shells on the Learning Management System (LMS). Download and import scheduled unit enrolment data to enable access to unit materials and links.
When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest)



Who: Academic Success Team
Action: Track and list students who require Early Intervention. Provide a summarised report to the Academic Success Manager / Dean.
When: After each block.